



WASTE MANAGEMENT

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March 30, 2013

Mr. Tom Wheeler
Management Analyst
City of Lake Forest
25550 Commercentre Drive
Lake Forest, CA 92630

Dear Mr. Wheeler,

Waste Management of Orange County is pleased to present the Annual Recycling Report to the City of Lake Forest in accordance with the franchise agreement. The information contained in this report is for the program year January 1 through December 31, 2012.

Waste Management of Orange County is proud of the service accomplishments and the positive relationship that has continued with the City of Lake Forest during 2012. We appreciate your business and look forward to another program year of our continued partnership with the City.

Sincerely,

Michelle Clark
Community Relations

cc: Chrystal Denning

/cld

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From everyday collection to environmental protection, Think Green®. Think Waste Management.





CITY OF LAKE FOREST

2012 ANNUAL REPORT

Prepared for:

The City of Lake Forest
25550 Commercentre Drive
Lake Forest, CA 92630

Prepared by:

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TABLE OF CONTENTS

Transformation	2
Overview	2
Residential Program.....	3
Waste and Recycling Tonnages.....	5
Problems Encountered and Actions Taken	5
Scavenging, Changes to Program.....	5
Rate Adjustment	5
Recommendations	6
Residential Special Services	6
Bulky Item Pickup, Christmas Tree Recycling	6
Hazardous Waste Diversion & Collection Event	6
Recycle Bank	8
Safe Needle Disposal.....	9
Freecycle, Think Green From Home	10
Commercial Program	10
Waste and Recycling Tonnages.....	11
Food Waste	11
Large Venue Recycling	13
Hazardous Waste Diversion.....	13
Problems Encountered and Actions Taken	13
Scavenging, Changes To Program	13
Rate Adjustment	14
Recommendations	14
Fleet	15
AB939 Compliance	16
SB1016, Lake Forest Diversion Results	16
AB 939 Self-haul Surcharge.....	17
AB341 Mandatory Commercial Recycling.....	18
AB939 PARIS Information	18
Community Outreach and Public Education	20
Public Education.....	20
City Community Events, Fourth of July Parade.....	22
Business Outreach	22
School & Community Outreach	22
Community Investment	23
Grant Administration	24
Waste Stream for 2011 Collected by Waste Management (Total).....	26
Residential Summary	27
Commercial / Industrial Summary	28
Appendix	29

Transformation

As we move forward, Waste Management has begun to look at our business in a whole new way. We have coined our changing environment “Transformation” and this signifies our official transition to a “materials management company,” committed to finding the highest and best use for all materials that we handle. In many ways, Transformation is something we have been working towards for several years, but still requires a closer look at what we do, and why we do it. This multi-year initiative is designed to enhance the way we do business, and has 3 main tenets: to know our customers and how to service them, better than any one else in the industry, to better use technology to enhance our ability to harness the materials we manage, and to enhance our operational efficiency.

We realize the opportunity to help our customers develop alternative solutions that are better for you, and better for the environment. Your ability to tell us what you want and need has not gone unnoticed – we are closely reviewing how we can better meet your needs through enhanced, comprehensive service offerings, improved customer engagement activities and the development of greener technologies to support your goals. Locally, your Waste Management team will continue to work closely with you, our customers, and other local municipalities to meet sustainability goals, whether that is simply by implementing a recycling program at a local deli, to designing and delivering the ability to provide a zero waste program at a large facility. Waste Management remains disciplined in investing in the right technologies to help you meet your goals.

We are very excited about the changes and improvements Transformation will bring to our company and our ability to partner with you, our local communities. As such, the importance of reaching out to customers for feedback is invaluable to our success. Asking questions (even when we may be uncomfortable with the answers), and listening carefully, are the only ways we can be successful in our relentless pursuit of continuous improvement. Please let us know how Waste Management and our staff can improve our service in our effort to be a valued partner in your community. Your feedback is essential to our commitment to excellence.

OVERVIEW

Waste Management is pleased to provide comprehensive solid waste and recycling services for the City of Lake Forest. We are proud of the service accomplishments and the positive relationship that has developed with the City of Lake Forest. From our public education and outreach efforts, to enhanced community activities, Waste Management continues to look for ways to work as a partner in the communities we serve.

We continually look at recycling opportunities to help our customers and the communities we service achieve their sustainability goals. To this effort, we unveiled food processing at our Orange facility, the first of its kind in Orange County and a demonstration to our commitment to invest in new technology to increase recycling. We have three customers in Lake Forest

participating in the source separate food waste program and through our continued partnership with the city, we look to expand this service.

One of the greatest accomplishments is that the City's AB939 diversion rate continues to exceed the state mandated goal. The City's diversion rate for the 2011 CIWMB annual report is 78%. The City has one of the highest diversion rates in Orange County.

RESIDENTIAL PROGRAM

Curbside & Green Waste Recycling Program

The City of Lake Forest's expanded residential curbside recycling program demonstrates that the residents are committed to conserving. The convenience of the wheeled carts and the ability to put all recyclables in the same container makes the program very popular and easy to use. Residents have the flexibility to change cart sizes to accommodate their needs or obtain an additional recycling cart at no charge. Carts are available in 35, 64 and 96-gallon sizes and are available in any combination.

The focus of our residential services continued to remain on education and program reminders of the three-cart expanded recycling program. Participation in the program remains relatively consistent. We estimate that more than 90% of all households participate in the curbside recycling program on a consistent basis.

Waste Management continues to provide information and recycling services at community events and other public functions in conjunction with the city to spread the word on the importance of recycling. We continue to use a visual recycling display at events and presentations to provide residents tangible examples of recyclables accepted in the program.

Recycling education remained our focus for the residential program for 2012. Residents received program information about recycling in the form of a residential newsletter included in the quarterly billing statement. The newsletter included helpful reminders on how residents can increase the amount of recyclables placed in their cart, general source reduction information and residential program information.

RESIDENTIAL PROGRAM (CONTINUED)

Residential & Multi-Family Recycling Program

Paper / Cardboard



- Newspapers, magazines
- Mixed paper (printer, color, all types accepted)
- Telephone books, directories, magazines
- Bulk/junk mail, envelopes, catalogs
- File folders
- Cardboard boxes (please flatten)
- Soft bound books, hard bound books (inside only, no cover)
- Paper board – cereal boxes, tissue boxes, shoe boxes, egg cartons, beverage boxes, dry food boxes
- Frozen dinner boxes and other frozen food boxes
- Milk and juice cartons
- Empty paper towel and toilet tissue rolls
- Shredded paper (must bag before placing in cart)
- Pizza boxes (no food residue)
- Paper towels (must be clean and dry)

Plastics



- Plastic beverage containers – soda, water, juice
- Plastic containers (#1-7) such as laundry detergent, ketchup, mustard, hair product bottles
- Plastic bags – grocery, dry cleaning, newspaper and other film bags (bundle inside a plastic bag, tie and place in the cart)
- Plastic buckets (#1-#7)
- Plastic tubs (#1-#7)
- Plastic toys (#1-7)

Metal



- Aluminum cans
- Tin cans – soup, tuna, vegetable juice, coffee
- Empty aerosol cans (must be completely empty)
- Pie tins
- Paint cans (must be empty and completely dried out)
- Hangers

Glass



- Food jars – sauce, mayo, pickles (no residue)
- Beverage glass bottles – wine, beer, liquor, juice



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RESIDENTIAL PROGRAM (CONTINUED)

Waste and Recycling Tonnages

During 2012 a total of 30,448 tons of residential solid waste was collected from which 13,144 tons of materials were processed and recycled during the program year. This resulted in an overall diversion rate of 43% for the Residential Recycling Program.

Commingled curbside recycling tonnage remained relatively consistent with 2012 figures. Curbside commingled recycling tonnage was 5,972 tons for 2012 and amounts to 20% of the entire residential waste stream.

Green waste tonnage has remained relatively consistent with 2012 figures. Green waste recycling tonnage was 7,172 tons for 2012 and amounts to 24% of the entire residential waste stream proving that recycling this material significantly contributes to the success of the residential recycling program.

Problems Encountered and Actions Taken

In 2012 Waste Management had no recyclable loads rejected for sale. Waste Management encountered no extraordinary problems.

Scavenging

With the increase in commodity values we have seen a rise in scavenging activity. For many cities, the challenge is enforcement of the ordinance. Residents are encouraged to place recyclables at the curb on the morning of their service day instead of the night before to keep scavenging to a minimum.

Changes to Program

There were no significant changes to the residential program in 2012.

Rate Adjustment

Effective July, 1, 2012, the residential service rate was increased from \$13.76 to \$13.91. This increase was based on the disposal component and the increase to the County landfill disposal rate. The County landfill rate increased from \$30.30 a ton to \$31.37 effective July 1, 2012. Accordingly, the senior citizen/low generator rate increased from \$12.48 to \$12.63. Senior citizen residents who have a low generation of trash and recyclables are eligible for a discount on residential services. Residents who qualify can receive a discounted rate of \$12.63 a month for service.

2007 was the last year a service component rate adjustment was approved.

Recommendations

With the implementation of the new citywide expanded 3-cart residential program in September 2003, Waste Management does not have any further recommendations for the residential program at this time.

RESIDENTIAL SPECIAL SERVICES

Bulky Item Pickup

In 2012 Waste Management received approximately 2,742 requests for bulky item collection services. This program continues to grow in popularity with Lake Forest residents. Residents enjoy the easy and convenient way to dispose of large hard-to-handle items such as furniture, appliances and other large items that cannot fit in the trash cart.

Items collected through the bulky item program are taken to Sunset Environmental our Material Recovery Facility (MRF) where they are sorted for diversion. Any white goods collected through the program are recycled using a scrap metal recycler. All regulatory and compliance procedures are used when handling these materials. Any refrigerants or other hazardous substances are removed and disposed of properly. Tonnage is included under residential diversion.

Christmas Tree Recycling

Waste Management, as in past year, continues to collect Christmas trees from curbside residents. This program provides residents an easy and convenient way to recycle their Christmas trees. A total of 29 tons of Christmas trees were collected and recycled during the 2012 calendar year. The tonnage figure is included under residential green waste diversion.

Hazardous Waste Diversion

Standard Procedure

Waste Management's standard procedure is to identify Hazardous Waste at the curb, when possible, to avoid collection. Waste Management drivers are trained to spot hazardous waste. This waste is tagged and disposal is the responsibility of the resident. Legislation has defined cathode ray tubes (CRT's) as hazardous waste. In addition, starting February 9, 2006, consumer electronic waste under the guidelines of the universal waste law is also considered hazardous and cannot be disposed in landfills. Waste Management will collect CRT's and electronic waste from the residents at the Household Hazardous Waste Events.

Household Hazardous Waste Collection Event

On June 23, 2012, Waste Management conducted the annual collection event in the parking lot at El Toro High School. The event, which lasted three hours, went very smoothly with a total of 256 cars serviced. Residents scheduled drop-off appointments in advance through our Customer Service Center. E-waste collection was included in the event as part of the franchise agreement. A total of 21,569 pounds of Household Hazardous Waste (including e-waste) was collected at the event.

Residents are very positive about this program. They enjoyed the convenient location as well as the efficiency and organization of the event. As in past years, Waste Management again provided fliers from the County that gave participants information on how to dispose of HHW at the County of Orange collection sites throughout the year.

New for 2012 was the addition of shredding services. Lake Forest residents and businesses were able to bring up to 10 boxes per vehicle for shredding. No appointment was necessary for shredding. We collected and recycled 4,893 pounds of paper with the shredding event.

Recommendations:

Instead of hosting an annual one-day collection event, Waste Management would like to propose the option of having a door-to-door hazardous waste pickup program. Waste Management has provided this service in other cities. Recently, Waste Management purchased Curbside, Inc. and it is now under the umbrella of Waste Management's service offering under the new name of "At your Door." Currently, this program is in place in the City of Mission Viejo. The door-to-door program has a couple of key benefits to the community: 1) it provides an easy and convenient way for residents to safely dispose of HHW, 2) it provides a program to assist home-bound residents who may not be able to drive to a collection event or center, and 3) it eliminates the need to find a location for a collection event.

Residents who participate in the program simply call a toll-free 800 number to schedule a pickup appointment with Waste Management "At Your Door" Service Center. After the initial phone call to schedule an appointment, a kit is mailed out to the resident providing instructions on what is acceptable and how to place items out for pickup. Even though the name of the program may imply a curbside pickup, residents actually leave their HHW waste near their front doors or garages for safety considerations and to minimize exposure of HHW materials to the general public.

The program has been very successful and many residents enjoy the convenience of being able to schedule a home pickup. E-waste and CRT collection is also offered in the program and used oil grant funds can be used to supplement the program.

Waste Management would like to further explore next steps in implementing the AYD program for the city in lieu of the annual collection event.

Recycle Bank – Recycling Rewards Program

Waste Management’s recycling rewards program, Recyclebank, can help the City of Lake Forest create a more sustainable future by rewarding residents with discounts and deals for taking everyday green actions. Here is how the program works:

Residents recycle their paper, metal, plastic, and glass through their curbside recycling program. The weight of the recycled materials converts into Recyclebank points. Residents can use the points for valuable everyday rewards from hundreds of local and national businesses.

Recyclebank can be an impactful program for Lake Forest:

- It rewards residents for recycling
- It promotes a greener community through recycling and reuse
- It educates and empowers citizens through the use of the program

78% of consumers say they would do more if they understood how a particular “green” action could help the environment as well as benefit them personally.

Recyclebank also benefits Lake Forest’s residents:

- Residents have the satisfaction knowing they are doing the right thing for the community
- Reward points are redeemable at more than 3,000 local and national businesses, including:
 - McDonald’s
 - Olive Garden
 - Bed, Bath, and Beyond
 - Dick’s Sporting Goods
 - Coca-Cola, Dole, and many other national brands

The program can be implemented in three different ways:

- **Community Weight Based Model**- Recyclables are collected by route. Tonnage is calculated and divided by all households on the route. Program points are awarded to households who are members of program. This option is the most cost efficient option.
- **Self-Reporting** – A bit lower tech -- residents log-in to the Recyclebank site regularly to state they have set out recycling. Points are awarded based on the resident’s online commitment.
- **GPS Model** –On-Board Computing is an option available in some communities. This method will be able to track residential set-outs based on on-board software.

The Program is Simple

How it Works



Recycle → **Earn Points** → **Reward**

Recycle your paper, metal, plastic and glass.

The amount recycled is converted into Recyclebank Points.

Use your points for valuable everyday rewards from hundreds of local and national businesses.

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Safe Needle Disposal

Waste Management provides information to residents in the form of billing messages about the importance of proper needle disposal. Used needles that are not disposed of properly pose a significant health risk. That's why Waste Management has developed a safe and economical community based needle disposal programs for people with diabetes and others who are required to inject medications.



Through MedWaste Tracker, the City can provide several safe disposal options for residents. We offer a mail-back program where residents receive a convenient, affordable sharps container to safely contain and dispose used needles. Once full, the container can be shipped via U.S. Postal service for safe disposal. We also offer community drop off locations utilizing secure kiosks allowing residents to safely dispose of sharps at select locations in the community.

Think Green from Home

Consumers are becoming increasingly aware of the need to properly recycle mercury-containing household waste, including batteries, fluorescent lamps, and electronics. Waste Management's Think Green From Home recycling kits provide streamlined mail back solutions for the storage and recycling of compact fluorescent lamps (CFL's), batteries, and electronics. Residents can order a kit online at www.thinkgreenfromhome.com. Once the kit is filled, it can be mailed from home. This program provides a safe and convenient option to properly dispose of universal waste items.



COMMERCIAL PROGRAM

Commercial customers receive solid waste collection using bins in various sizes ranging from 2 through 6 cubic yards. Service is provided from one day up to seven days per week based on the customers' needs. For large generators, customers may receive service in roll-off containers or compactors ranging in size from 10yd to 40yd. All customers can also utilize the City's commercial recycling program. Under the commercial franchise agreement, **commercial recycling** services are available **free of charge** to businesses and they have the opportunity to utilize bins or residential carts depending on their needs.

Some of the barriers encountered with businesses in implementing recycling is the lack of space for bins and no internal support at the business or company. In order for the program to be a success it takes buy in from the top down. The economic incentive is already there for the businesses to recycle. The challenge is helping them see the costs savings beyond immediate dollars and cents. It takes time and manpower to get the program off the ground and running but through continuous reminders and support from the businesses management, recycling can become a successfully integrated part of the business.

During the year 2012, 53 businesses set up recycling services with Waste Management. We have a total of 276 commercial bin customers that participate in recycling with Waste Management out of a total of 804 customers. We have a total of six permanent roll-off customers who participate in roll-off recycling out of a total of 39 permanent customers.

Waste and Recycling Tonnages

39,521 tons of commercial/industrial solid waste was collected during 2012. This figure also includes tonnage from temporary services such as residential clean-ups and construction and demolition projects. Overall tons collected for this sector are slightly down from last year.

Participation in source separated recycling continues to grow and with the availability of free recycling services under the commercial franchise agreement, the economic incentive helps to entice more businesses to participate in recycling services. As always Waste Management staff is available to help assist businesses in implementing recycling programs.

Food Waste Recycling

Most recently we expanded our recycling service offering for customers who generate food waste such as restaurants and grocery stores. Food waste is source separated on site and collected in either carts or bins. We have three customers participating in the program. One of the customers is Lucille's who has been a part of the program since the initial pilot stage. These customers have diverted 137 tons in 2012. Waste Management is conducting outreach to other commercial customers that are candidates for the food waste program.

ORGANICS RECYCLING - WET RECYCLING PROGRAM

FOOD ITEMS

Meat, poultry, seafood (bones and shells) • Fruits and vegetables (produce)
eggs and egg cartons • Pasta, rice, bread, grains (bakery goods) • Dairy



FOOD SOILED PAPER

Coffee grounds, filters, tea bags
Soiled paper products (small quantity - paper towels, napkins)
Soiled cardboard & paperboard (small quantity)



UNACCEPTABLE ITEMS

Glass • Tin / Metal • Plastic containers
Cleaning Supplies • Chemicals

Cart Maintenance & Reminders:

- Use a liner to reduce odor and keep the cart clean.
- It is OK to use plastic bags or liners to contain the organic material.
- Clean the cart at least once a week.

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Orange County
1-866-WM RECYCLE



FOOD WASTE PROGRAM

FOOD ITEMS

- Egg & dairy products
- Table scraps & plate scrapings
- Fruit & vegetables
- Bread, dough, pasta & grains
- Coffee grounds, filters & tea bags
- Meat, poultry, fish, shellfish & bones (small quantity)

FOOD SOILED PAPER

- Kitchen paper towels (small quantity)
- Napkins (small quantity)
- Paper egg cartons

RESTOS DE ALIMENTOS

- Productos lácteos y huevos
- Restos de comida de la mesa y los platos
- Frutas y vegetales
- Pan, masa, pastas y cereals
- Posos (sedimento) de café, filtros y bolsitas de té
- Carne, pollo, pescado, mariscos y huesos (cantidades pequeñas)

PAPEL MANCHADO CON ALIMENTOS

- Toallas de papel de cocina (cantidades pequeñas)
- Servilletas de papel (cantidades pequeñas)
- Cartones de papel para huevos



UNACCEPTABLE ITEMS



- Glass bottles & jars
- Hazardous waste
- Cans (aluminum, steel, tin)
- Plastic utensils
- Plastic containers
- Lids, straws or creamers
- Latex & plastic gloves
- Botellas y frascos de vidrio
- Artículos peligrosos
- Latas (alumino, hojalata, acero)
- Utensilios plásticos
- Recipientes plásticos (#1-7)
- Tapas, popotes o recipientes de crema
- Guantes de latex y plásticos

Waste Management of Orange County 1-866-WM RECYCLE



Large Venue Recycling

Waste Management also provides recycling services at the City's largest public venues: Bunny Blast, Concerts in the Park, 4th of July, Snow Fest and the Halloween Event. Recycling containers are placed strategically throughout the event for use by the patrons and recycling dumpsters are available for exhibitors. Large temporary recycling bins are used to capture recyclables after event clean up.

The largest city event in 2012 was Snow Fest held on January 28. The event generated 3.65 tons of material and Waste Management diverted an estimated 1.16 tons from the event. Below are material types for the Snow Fest event:

- Cardboard (generated and diverted)
- Paper (generated and diverted)
- Food (generated)
- Aluminum Cans (generated and diverted)
- Plastic (generated and diverted)
- Other Organics (generated and diverted)

Hazardous Waste Diversion

None to report. Waste Management's standard procedure is to identify Hazardous Waste at the commercial location, when possible, to avoid collection. Waste Management drivers are trained to spot hazardous waste, which is then tagged and left for the commercial customer to dispose of properly.

Problems Encountered and Actions Taken

Waste Management encountered no extraordinary problems.

Scavenging

With the increase in commodity values we have seen a rise in scavenging activity. For many cities, the challenge is enforcement of the ordinance. We would like to review options available such as code enforcement or police presence to monitor areas that are experiencing routine scavenging.

Changes to Program

There were no significant changes to the commercial program in 2012.

Rate Adjustment

Effective July 1, 2012 the commercial rates increased based on the disposal component and the increase to the County landfill disposal rate. The County landfill rate increased from \$30.30 a ton to \$31.37 effective July 1, 2012. The rate increase amount varies by customer and the amount of service and frequency provided.

A service increase was included with the second term extension and is the first time there has been an adjustment to the service component since 2007.

Recommendations

C&D Ordinance

The City of Lake Forest may want to consider adopting a C&D Ordinance or some other type of mechanism to encourage recycling of this material. Although this is not a specific requirement of SB1374, it does demonstrate good faith effort in continuing to comply with AB939 goals.

With future developments on the horizon such as the 900 acres of land identified in the Opportunity Study, establishing a C&D ordinance would provide a mechanism to help insure materials generated from these types of projects are recycled. Not only is this important in terms of AB939 good faith efforts, but also in establishing a recycling component for future projects slated in the City and creating a reporting mechanism to capture C&D project recycling tonnages. The current program in place for temporary services does not require any reporting from companies providing service.

Recycling Plan Ordinance/Policy

Since many jurisdictions in California did not comply with AB1327, which was not the state legislature's intent, this item was subsequently tucked into AB2176 – also known as the large venue bill.

This original law, referred to as AB1327, set procedures for the CIWMB to develop a model ordinance for jurisdictions to adopt in order to ensure that there is adequate space in development projects (commercial, industrial, multi-family) to accommodate recycling. For jurisdictions that did not adopt an ordinance by the September 1, 1994 deadline, at that time the Board's model ordinance took effect.

Under the new bill AB2176, it also provides this same provision addressing adequate space for recycling collection in development projects. Under PRC 42911, it "specifies that all development projects requiring a building permit, not just those for venues and events, must provide adequate space for collecting and loading recyclable materials."

Jurisdictions still have the opportunity to adopt their own ordinance. Waste Management recommends that the City review its planning process to determine if a similar type of ordinance has been adopted and is in place. One of the most challenging issues in the City is a lack of space to place recycling containers. By conducting a review of the planning development, this would ensure that the City has complied with the original law and AB2176, and if not, it will provide the City the opportunity to put an ordinance in place.

Not only is this ordinance important in complying with the statutes under the Integrated Waste Management Act, it also would ensure that all future developments in the City have adequate spacing requirements in the solid waste collection areas to accommodate recycling.

Bin Enclosure Ordinance

The continuing challenge in the City is a lack of space for recycling containers. City ordinance requires that all containers be placed out of view and in an enclosure. Unfortunately in many cases, this inhibits recycling efforts. Customers that are interested in setting up recycling programs are deterred due to lack of space. Many have just enough room for a trash bin in their enclosure, but lack the additional space needed for a recycling bin.

In order to encourage more recycling, the City should review this ordinance and look at making an exemption for recycling containers. Since recycling bins contain only commingled recyclables such as paper fibers, cardboard and beverage containers, there is no impact related to storm water quality concerns.

Fleet

Waste Management has the most comprehensive preventative maintenance program in the industry to ensure the reliability and safety of our equipment. Waste Management invests more than one-third of the cost of machinery and equipment in preventative maintenance on its vehicles. Waste Management has successfully passed the last four California Highway Patrol Biennial Inspection of Terminals (BIT). Waste Management exceeds both DOT and CHP requirements for preventative maintenance frequency. This ensures that our trucks are in optimal condition as they are operated on Orange County roadways

In addition, all of our vehicles are outfitted with safety equipment to protect the vehicle operator and those around him or her. For example, back-up alarms and flashers warn vehicles or people nearby that the truck is in motion. Our trucks are equipped with a rear camera that relays images onto a monitor inside the truck cab to show the driver what is behind him in the truck's blind spot. Our trucks are also equipped with backup sensors that detect objects immediately behind the truck.

Waste Management ensures that the fleet of vehicles servicing Lake Forest is fully compliant with all requirements under the California Air Resources Board and the South Coast Air Quality

Management District. As vehicles are retired they are replaced with clean burning natural gas vehicles. Waste Management has a natural gas fueling station at both of our hauling facilities, Irvine and Santa Ana. In addition, our Santa Ana facility offers a public fueling station unveiled in August 2011.

AB939 COMPLIANCE AND RECOMMENDATIONS

Changes to AB939 Calculation – SB1016

The most significant change to AB939 (1989) was the passage of the Disposal Measurement System Act of 2008 (SB1016) signed into law on September 29, 2008 by Governor Schwarzenegger. SB1016 moves the current emphasis on an estimated diversion measurement number to using an actual disposal measurement number as a factor when evaluating program implementation thus allowing the California Integrated Waste Management Board (CIWMB) and jurisdictions to focus on successful program implementation.

The intent of SB 1016 is to build on AB 939 compliance requirements by implementing a simplified and timelier measure of jurisdictions' performance by changing to a disposal based number as reported by disposal facilities. The disposal reporting number will be reported as a per capita disposal rate. The per capita disposal rate uses only two factors: a jurisdiction's population and disposal. The Department of Finance reports annually on each jurisdiction's population while disposal facilities and counties report quarterly on jurisdiction level disposal.

Lake Forest's Average Per Capita Generation and Proposed Goal

Below is a summary table of the City of Lake Forest's per capita generation from 2003 to 2006 and the proposed per capita disposal goal.

Year	Generation	Population	Per Capita Generation (pounds per person per day)
2003	261,223	77,300	18.5
2004	305,093	77,740	21.5
2005	316,020	77,741	22.3
2006	319,125	77,991	22.4
Per Capita Generation Average			21.2
Per Capita Disposal Goal (50% of average of per capita generation from 2003 - 2006)			10.6
Per Capita Transformation Credit (10% of average of per capita generation)			2.1

Diversion Results for the new calculation:

Year	Target Goal	Tons Disposed	Tons of Transformation	PPD	Diversion
2007	10.6	96,141	136	6.8	68%
2008	10.6	82,997	0	5.8	73%
2009	10.6	69,770	0	4.9	77%
2010	10.6	68,564	195	4.9	77%
2011	10.6	65,028	235	4.6	78%

County of Orange – AB939 Self-haul Surcharge

The County Board of Supervisor's approved the Waste Commission's recommended AB939 surcharge program on April 18, 2006. The "users fee," or AB939 fee, went into effect on July 1, 2006 on all self-haul tons. The solid waste industry believes that these self-haul tons are highly recyclable but at a processing cost in excess of \$40-45 per ton. Based on data from the County's self-haul study, more than 60% of the self-haul waste is divertable material. The surcharge increased the self haul landfill rate by 70%, adding an economic incentive to take the material to a recovery facility.

Several stipulations were included with the passage of the surcharge and the County will continue to monitor the program and provide progress reports to the Board of Supervisors. Funding from this program has been awarded to jurisdictions through grants to further enhance recycling programs.

AB341 Mandatory Commercial Recycling

Assembly Bill (AB) 341 was adopted on January 17, 2012 and authorizes the California Department of Resources, Recycling and Recovery, commonly called CalRecycle, to establish a mandatory commercial recycling program for businesses and multifamily properties in the State. The purpose of this regulation is to divert commercial solid waste from landfills and to reduce greenhouse gas (GHG) emissions. This new law is effective July 1, 2012.

Businesses and public entities that dispose of four cubic yards or more of solid waste per week, and multifamily facilities with five or more units are required to recycle. Recycling can be accomplished through any combination of the following: collection with Waste Management, arranged recycling collection, self-hauling of recyclables, and mixed waste processing.

All California jurisdictions, must implement a commercial recycling program that consists of the following:

- Education/Outreach – conduct education and outreach to inform the affected businesses and multifamily facilities of the mandatory recycling requirement and provide them with information on how to recycle.

City of Lake Forest Annual Report

- Monitoring - Must identify businesses and multifamily properties that are not recycling and inform them of the State regulation.
- Reporting - Progress report in implementing its commercial recycling programs annually to CalRecycle including all education & outreach and monitoring efforts. This information will be reported as part of the existing AB 939 annual diversion report.

Compliance:

As the city's franchise hauler, Waste Management will assist the city with AB341 and collaborate on outreach activity and monitoring to comply with the provisions of the bill including plan development and AB939 reporting assistance.

Free Commercial Recycling:

Waste Management provides free recycling services for commercial and multifamily properties, so AB 341 should not be a financial burden on businesses. In most cases, implementation of a recycling program may reduce the business or multifamily facility's trash bill.

Update:

With the implementation of AB341 going into effect, Waste Management collaborated with the City to educate commercial customers about the new law and requirements in 2012. A commercial bill insert was sent out to all commercial customers providing general information about the law and how they can comply with a variety of service options available from Waste Management. A copy of the newsletter is attached. In addition, we have added a special section to our local website about AB341 (www.wmorangecounty.com/customer_resources/ab-341.asp). Waste Management will continue with targeted outreach for customers that meet the threshold of 4-yard of service but have not been identified as having a recycling program.

AB939 PARIS Information

Program year: 2012

Program Code	Description	Tons	Updates
1020-SR-BWR	Business Waste Reduction Program		City's hauler Waste Management continues to provide outreach to businesses to implement or expand recycling. This program continued in 2012 and included the addition of 53 businesses and/or multi-family complexes. Have a total of 276 commercial customers subscribing to source separated recycling with WM.
1030-SR-PMT	Procurement		City has a procurement policy that encourages the purchase of items with recycled content.
1050-SR-GOV	Government Source Reduction Programs		The city continues to practice waste reduction with the use of electronic communication through e-mail, newsletters and the city's website.
1060-SR-MTE	Material Exchange, Thrift Shops		
2000-RC-CRB	Residential Curbside	5,972	

City of Lake Forest Annual Report

2010-RC-DRP	Residential Drop-Off		
2020-RC-BYB	Residential Buy-back	*	(*Tonnage available from Department of Conservation at city request.) The city continues to have two CRV centers located next to grocery stores. In addition the city's hauler offers a buyback center at the Irvine facility.
2030-RC-OSP	Commercial On-Site Pickup		The city's trash hauler continues to offer free recycling services to businesses in 2012. This program included the addition of 53 new businesses and/or multi-family complexes to the commercial single stream program. Have a total of 276 commercial customers subscribing to source separated recycling with WM.
2060-RC-GOV	Government Recycling Programs		Recycling and shredding program at city hall for departments.
2070-RC-SNL	Special Collection Seasonal	29	Christmas tree collection
2080-RC-SPE	Special Collection Events	2.4	Lake Forest residents with curbside service receive two free bulky item collections per year, up to four large items such as furniture, appliances, and other hard-to-handle items that do not fit in the trash. WM provided shredding event for businesses and residents held in conjunction with annual HHW event on June 23, 2012. WM collected and recycled 4,893 pounds of paper.
3000-CM-RCG	Residential Curbside Greenwaste Collection	7,172	
3020-CM-COG	Commercial On-site Greenwaste Pickup		The city's hauler continues to collect green waste from businesses that generate large amounts.
3040-CM-FWC	Food Waste Composting	137	The city's hauler Waste Management has a food waste recycling program at two locations in Lake Forest.
3060-CM-GOV	Government Composting Programs		
4020-SP-TRS	Tires		
4030-SP-WHG	White Goods	39	Estimate based on total tons for bulky items
4040-SP-SCM	Scrap Metal	35	
4050-SP-WDW	Wood Waste	116	
4060-SP-CAR	Concrete, Asphalt, Rubble	676	Additional reporting from other haulers?
4090-SP-RND	Rendering		
4100-SP-OTH	Other Special Waste		
5000-ED-ELC	Electronic (radio, TV, web, hotlines)		
5010-ED-PRN	Print (brochures, flyers, guides, news articles)		

City of Lake Forest Annual Report

5020-ED-OUT	Outreach (tech assistance, presentations, awards, fairs, field trips)		
5030-ED-SCH	Schools (educaton and curriculum)		
5040-ED-OTH	Other Public Education		
6010-PI-EIN	Economic Incentives		
6020-PI-ORD	Ordinances		
7000-FR-MRF	MRF		
7030-FR-CMF	Composting Facility		
7040-FR-ADC	Alternative Daily Cover	*	* Available on the DRS report.
8030-TR-OTH	Other Transformation		
9000-HH-PMF	Permanent Facility		
9010-HH-MPC	Mobile or Periodic Collection	11	Annual HHW event was held on June 25, 2012 and a total of 256 residents participated. A total of 23,124 pounds of material were collected at the event.
9030-HH-WSE	Waste Exchange		
9040-HH-EDP	Education Programs		
9045-HH-EWA	Electronic Waste		
9050-HH-OTH	Other HHW		

COMMUNITY OUTREACH & PUBLIC EDUCATION

Public Education

Waste Management has historically worked very hard to keep Lake Forest residents and businesses involved in the recycling process both at home and at work. We fully understand the importance of educational and public awareness campaigns because they lead to increased participation in recycling programs. As a result, Waste Management participates in an array of community and business sponsored events in an effort to educate Lake Forest residents and business owners.

Waste Management continues to provide information and recycling services at community events and other public functions in conjunction with the city to spread the word on the importance of recycling. We continue to use a visual recycling display at events and presentations to provide residents tangible examples of recyclables accepted in the program.



Lake Forest's Recycling News



SUMMER/FALL 2012

It can take a million years for a glass bottle to break down in a landfill.

Help make a difference in your community by participating in Lake Forest's recycling program. Recycling is a great way to be a part of the solution to conserve our resources and preserve our landfill space for years to come. With continuing advances in technology, manufacturing, and expanding recycling markets, more and more items are acceptable in the recycling program. To help keep the list growing, remember to purchase items made with recycled content. This creates a closed loop along with an increased demand and expansion of the recycling market. Plus, buying recycled helps conserve resources. Below is a partial list of items that you can recycle. For more information, visit our website.



Paper / cardboard - All types of paper fibers are accepted including magazines, directories, file folders and paperboard such as cereal and tissue boxes. Try the paper test, if you can tear it, then recycle it. Milk and juice and other beverage cartons are also acceptable. Please remember to bag shredded paper before placing in the recycling cart.



Metal - Aluminum cans, tin cans (like soup, vegetable, coffee, pet food), empty aerosol cans



Glass - Food jars (sauce, mayo, pickles), beverage glass bottles (wine, beer, liquor, juice)



Plastics - Most plastics numbered 1-7 are recyclable. To find the number, look for the "chasing arrow" symbol often found on the bottom of plastic items. Plastic bags such dry cleaning, newspaper, and other film plastic bags. To recycle, bundle inside a light colored plastic bag, tie and place in the recycle cart.

Holiday Reminder

There will be no trash and recycling collection on the following holiday:

Labor Day
Monday, September 3, 2012

Residential collection service will be delayed one day following the Labor Day holiday.

This Year's Back to School "Three R's"

As summer ends and students head back to school, Waste Management reminds students, educators and parents to think about the recycling program at their schools. Every year, schools produce millions of tons of waste that can be recycled or reused, from paper to discarded cafeteria food. Some waste reduction school tips include:

- **Create an organized group to start recycling.** School-related groups might include science classes, environmental clubs, and parent-teacher organizations. Increasing the flow of reusable and recyclable materials could generate extra funds for school departments and groups.
- **Donate leftover school supplies.** Students who leave school supplies in their lockers or desks at the end of the year should be reminded to save them for sale or donation. The same goes for office and teacher supplies.
- **E-cycle.** Old computers, cell phones, stereo equipment, televisions, VCRs, PDAs, video games, or other electronic equipment can be recycled and refurbished for reuse in your schools and community organizations. Goodwill also will accept these materials.
- **Purchase Recycled.** Using products made from recycled materials is critical to the success of recycling. Most paper products offer a recyclable version.
- **Reward participants.** A reward system could provide incentives to help the success of your waste reduction program.

STOCK # 755264

WASTE MANAGEMENT CUSTOMER SERVICE
1-866-WM RECYCLE • (949) 642-1191 • www.wmorangecounty.com

City Community Events, Fourth of July Parade

Once again, for the year 2012, Waste Management was pleased to provide the Lake Forest Activities Committee with Port-O-Lets, Roll-offs, and Special Event Boxes for the parade. In addition, Waste Management of Orange County provided the one and only “Recycling Cart Drill Team” that gave a spirited performance for Lake Forest residents.

In addition to the Fourth of July Parade, Waste Management provides in-kind services for many city events such as Bunny Blast, Snow Fest, Concerts in the Park, and the Halloween Event.

Business Outreach

Waste Management of Orange County is a long-time member of the South Orange County Chambers of Commerce and the Lake Forest Chamber of Commerce. Many Waste Management employees regularly attend the Chamber functions. Waste Management is dedicated to open lines of communication with the business community.

School & Community Outreach

Waste Management also continues to spread the recycling message to children in Lake Forest. Our school education efforts centered on environmental presentations to educate children on the benefits of recycling and reusing materials. The presentation is not only highly informative, but playfully communicates to children how much fun caring for the environment can be.

Information about the recycling presentations is distributed to the school district office. At the request of the schools, Waste Management provided presentations, assemblies, and/or tours to the following schools and organizations:

- Portola Hills
- Saddleback Homeschoolers
- Grace Christian School
- Montessori on the Lake
- Jack and Hill of Saddleback Valley
- Foothill Ranch Elementary
- Montessori on the Lake
- 14 Boy Scout Troop Tours
- 10 Girl Scout Troop Tour
- 3 Mom’s Club
- 4 Birthday truck visits
- 5 Birthday parties at WM Irvine yard
- Heritage Christian School
- Woodcrest preschool – America Recycles Day truck visit

COMMUNITY INVESTMENT

Waste Management is committed to providing community support through charitable donations and in-kind services to community organizations and events. We supported the following organizations in 2012:

- Adopt-A-Neighbor – Thanksgiving support
- Thanksgiving Food Drive Collection – transportation from El Toro High School to two food banks
- Lake Forest Chamber Mixers and Events
- City of Lake Forest
 - Concerts in the Park
 - Snow Fest
 - Bunny Blast at El Toro Park
 - 4th of July Parade
 - Heritage Hill Haunted Halloween
- Lake Forest Clean up
- Lake Forest Relay for Life
- El Toro High School - Football, Grad Night
- Lake Forest Seniors – various events
- Lake Forest Kiwanis Club
- Lake Forest AYSO – Region 85
- Foothill Ranch Elementary
- Lake Forest Elementary
- Heritage Christian School Grand Opening
- Cedar Glen HOA
- Aliso Creek Villas
- El Toro Water District
- Kimberly Gardens Mobile Home Estates
- Lake Forest Community Spirit
- Soroptomist Lake Forest
- Lake Forest Little League
- Shop and Dine Lake Forest

GRANT ADMINISTRATION

Used Oil Block Grant

The objectives of the this grant is to support the existing certified centers, inform Lake Forest residents about proper disposal practices for used motor oil and used oil filters, and to encourage the use of re-refined motor oil. UBG15 cycle will be the last administered with the City and Waste Management and was closed out August 2012 with submission of the annual report.

The city has elected to transfer management to the County of Orange program beginning with OPP1 cycle.

Certified Collection Centers

AutoZone #2888	24361 Muirland Blvd. Lake Forest, CA 92630	(949) 455-1995
Big O Tires, LLC	20742 Lake Forest Drive Lake Forest, CA 92630	(949) 462-9088
Valvoline Instant Oil Change	26731 Rancho Parkway Lake Forest, CA 92630	(949) 465-9912
Firestone Store #2724	24421 Rockfield Blvd Lake Forest, CA 92630	(949) 581-2660
O'Reilly Autoparts #1383	24601 Raymond Way Lake Forest, CA 92630	(949) 829-8292
Pep Boys #798	22671 Lake Forest Dr Lake Forest, CA 92630	(949) 855-9593
USA Express Tire + Service Inc	24561 Trabuco Road Lake Forest, CA 92630	(949) 454-8001
USA Express Tire & Service	26492 Town Center Drive Foothill Ranch, CA 92610	(949) 587-0500

The following activities took place during 2012:

- Public education piece promoting the certified collection centers and HHW round up event in June 2012.
- Annual report for 15th cycle was submitted on behalf of city. This was the final report for grant cycle UBG15 and final administration of the used oil grant program.

Department of Conservation Grant

The following activities took place during 2012:

- To support AB341 efforts as allowable under DOC grant expenditures, the City and Lake Forest collaborated on an outreach bill insert newsletter that was distributed to all commercial customers.
- To catch up on grant funding, the City and WM have discussed reallocating the DOC budget to purchase Big Belly solar compactor and recycling units for use at city parks. A presentation was given to the Parks & Recreation Committee and the concept was well received by committee members and staff. We look forward to the next steps in 2013.

**CITY OF LAKE FOREST
RESIDENTIAL CURBSIDE WASTE STREAM COLLECTED BY WMOC**

YEAR 2012 MONTH:	RECOVERED MATERIALS														
	NEWS	CARD BOARD	MIXED	GLASS	ALUM	TIN	PET	HDPE NATURL	HDPE COLOR	GREEN WASTE	OTHER / TRANSF.	TOTAL RESIDENTIAL RECYCLE	RESIDENTIAL LANDFILLED	RESIDENTIAL WASTE STREAM	RESIDENTIAL DIVERSION %
Jan-12	229.28	76.21	113.83	47.71	2.56	6.65	7.49	5.23	3.59	523.58	82.90	1,099.03	1,460.40	2,559.43	42.94%
Feb-12	187.89	65.95	97.52	39.85	2.07	5.41	6.27	4.19	3.00	476.49	70.02	958.66	1,295.54	2,254.20	42.53%
Mar-12	192.80	67.63	99.99	40.88	2.12	5.55	6.43	4.30	3.08	528.01	71.79	1,022.58	1,345.29	2,367.87	43.19%
Apr-12	192.76	66.15	98.51	40.58	2.14	5.63	6.39	4.37	3.08	628.30	71.31	1,119.22	1,353.79	2,473.01	45.26%
May-12	216.22	75.65	112.15	45.82	2.38	6.27	7.21	4.85	3.47	747.97	80.70	1,302.69	1,495.15	2,797.84	46.56%
Jun-12	217.92	79.25	118.00	46.88	2.38	6.51	7.42	4.92	3.67	621.27	84.79	1,193.01	1,418.54	2,611.55	45.68%
Jul-12	206.78	72.82	112.41	31.83	1.68	3.38	4.56	2.99	1.75	670.19	81.42	1,189.81	1,504.65	2,694.46	44.16%
Aug-12	205.30	71.07	106.22	28.50	1.50	2.57	3.95	2.45	1.30	681.94	0.00	1,104.80	1,534.30	2,639.10	41.86%
Sep-12	182.13	69.49	102.19	20.84	1.04	1.56	2.77	1.54	0.82	605.21	0.00	987.59	1,344.10	2,331.69	42.36%
Oct-12	235.35	79.14	118.82	26.41	1.42	2.14	3.50	2.17	1.05	678.11	0.00	1,148.11	1,520.78	2,668.89	43.02%
Nov-12	241.82	85.55	127.33	27.56	1.44	2.17	3.66	2.18	1.09	555.04	0.00	1,047.84	1,532.36	2,580.20	40.61%
Dec-12	257.75	84.88	127.83	31.26	1.70	2.68	4.21	2.67	1.30	456.25	0.00	970.53	1,499.24	2,469.77	39.30%
Total	2,566.00	893.79	1,334.80	428.12	22.43	50.52	63.86	41.86	27.20	7,172.36	542.93	13,143.87	17,304.14	30,448.01	43.17%

**CITY OF LAKE FOREST
COMMERCIAL/ROLLOFF/INSTA-BIN WASTE STREAM COLLECTED BY WMOC**

YEAR 2012 MONTH:	RECOVERED MATERIALS															
	NEWS	CARD BOARD	MIXED	GLASS	ALUM	PLASTIC	GREEN WASTE	SCRAP METAL	CONCRETE/ DIRT	WOOD	FOOD WASTE	OTHER / TRANSF.	TOTAL RECYCLE	LANDFILLED	WASTE STREAM	DIVERSION %
Jan-12	0.00	103.21	1.09	0.00	0.00	0.15	62.64	1.07	42.12	5.78	9.53	0.00	225.59	3,018.75	3,244.34	6.95%
Feb-12	0.00	77.25	1.27	0.00	0.00	2.07	55.86	3.80	32.39	7.86	9.68	46.30	236.48	2,705.69	2,942.17	8.04%
Mar-12	0.00	134.54	1.51	0.00	0.00	0.08	33.38	8.11	42.05	7.65	11.97	0.00	239.29	3,019.77	3,259.06	7.34%
Apr-12	0.00	122.98	1.32	0.00	0.06	0.04	86.39	7.33	76.11	11.54	11.56	0.00	317.33	2,850.68	3,168.01	10.02%
May-12	0.00	128.72	5.94	0.26	0.00	0.06	64.97	2.10	70.09	14.15	12.16	21.41	319.86	3,123.83	3,443.69	9.29%
Jun-12	0.00	151.03	6.88	0.00	0.03	11.32	99.61	1.82	46.28	14.78	10.73	22.36	364.84	3,018.22	3,383.06	10.78%
Jul-12	0.00	136.60	2.69	0.20	0.03	2.86	46.93	1.34	50.70	8.50	14.62	30.28	294.75	3,063.35	3,358.10	8.78%
Aug-12	0.00	142.33	0.78	0.00	0.00	0.03	70.39	1.50	77.67	11.92	13.59	0.00	318.21	3,255.71	3,573.92	8.90%
Sep-12	0.00	136.51	0.42	0.00	0.01	0.03	45.77	2.05	71.12	8.41	11.71	23.95	299.98	2,806.80	3,106.78	9.66%
Oct-12	0.00	142.34	0.83	0.00	0.00	0.00	33.17	1.63	45.08	8.47	12.41	0.00	243.93	3,220.79	3,464.72	7.04%
Nov-12	0.00	124.70	0.00	0.00	0.00	0.00	45.26	2.24	74.26	11.16	9.60	60.59	327.81	2,923.39	3,251.20	10.08%
Dec-12	0.00	184.35	0.00	0.00	0.00	0.00	23.16	1.57	48.20	6.21	9.91	72.61	346.01	2,979.97	3,325.98	10.40%
Total	0.00	1,584.56	22.73	0.46	0.13	16.64	667.53	34.56	676.07	116.43	137.47	277.50	3,534.08	35,986.95	39,521.03	8.94%

**CITY OF LAKE FOREST
WASTE STREAM COLLECTED BY WMOC**

YEAR 2012 MONTH:	RESIDENTIAL				COMMERCIAL				ROLLOFF			TOTAL			
	Recycle a	Residue b	Landfilled c	Total a+b+c=d	Recycle e	Residue f	Landfilled g	Total e+f+g=h	Recycle i	Landfilled j	Total i+j=k	RECYCLE a+e+i=m	LANDFILLD b+c+f+g+j+l=n	WASTE STREAM m+n=o	% DIVERTED m / o = p
Jan-12	1,099.03	0.00	1,460.40	2,559.43	120.39	0.00	2,491.89	2,612.28	105.20	526.86	632.06	1,324.62	4,479.15	5,803.77	22.82%
Feb-12	958.66	0.00	1,295.54	2,254.20	143.57	0.00	2,299.50	2,443.07	92.91	406.19	499.10	1,195.14	4,001.23	5,196.37	23.00%
Mar-12	1,022.58	0.00	1,345.29	2,367.87	156.55	0.00	2,532.78	2,689.33	82.74	486.99	569.73	1,261.87	4,365.06	5,626.93	22.43%
Apr-12	1,119.22	0.00	1,353.79	2,473.01	146.99	0.00	2,421.50	2,568.49	170.34	429.18	599.52	1,436.55	4,204.47	5,641.02	25.47%
May-12	1,302.69	0.00	1,495.15	2,797.84	180.43	0.00	2,598.36	2,778.79	139.43	525.47	664.90	1,622.55	4,618.98	6,241.53	26.00%
Jun-12	1,193.01	0.00	1,418.54	2,611.55	210.71	0.00	2,475.71	2,686.42	154.13	542.51	696.64	1,557.85	4,436.76	5,994.61	25.99%
Jul-12	1,189.81	0.00	1,504.65	2,694.46	193.69	0.00	2,548.18	2,741.87	101.06	515.17	616.23	1,484.56	4,568.00	6,052.56	24.53%
Aug-12	1,104.80	0.00	1,534.30	2,639.10	160.79	0.00	2,682.82	2,843.61	157.42	572.89	730.31	1,423.01	4,790.01	6,213.02	22.90%
Sep-12	987.59	0.00	1,344.10	2,331.69	178.10	0.00	2,314.62	2,492.72	121.88	492.18	614.06	1,287.57	4,150.90	5,438.47	23.68%
Oct-12	1,148.11	0.00	1,520.78	2,668.89	161.72	0.00	2,691.91	2,853.63	82.21	528.88	611.09	1,392.04	4,741.57	6,133.61	22.70%
Nov-12	1,047.84	0.00	1,532.36	2,580.20	199.93	0.00	2,409.58	2,609.51	127.88	513.81	641.69	1,375.65	4,455.75	5,831.40	23.59%
Dec-12	970.53	0.00	1,499.24	2,469.77	242.24	0.00	2,504.25	2,746.49	103.77	475.72	579.49	1,316.54	4,479.21	5,795.75	22.72%
Total	13,143.87	0.00	17,304.14	30,448.01	2,095.11	0.00	29,971.10	32,066.21	1,438.97	6,015.85	7,454.82	16,677.95	53,291.09	69,969.04	23.84%
Mo/Ave/12	1,095.32	0.00	1,442.01	2,537.33	174.59	0.00	2,497.59	2,672.18	119.91	501.32	621.24	1,389.83	4,440.92	5,830.75	23.84%

APPENDIX